



U.S. General Services Administration

Office of Travel and Transportation Services

ETS2 Pre-Proposal Conference

September 14, 2010



Office of Travel and Transportation Services

Today's Agenda

*Welcome to the E-Gov
Travel Service 2 (ETS2) Pre-
Proposal Conference*

*While you are waiting, please
make sure you register in the
lobby. We will begin shortly.*

*Please use 3X5 note cards
with your questions regarding
ETS2.*

*Include the section and
paragraph number, if you have
that reference available.*

Welcome and Introduction

*Tim Burke, Director
FAS Office of Travel and Transportation Services*

1:00 pm

Meeting Format and Technical Overview of ETS2

*Frank Robinson, Acting Director, Center for Travel
Management
E-Gov Travel Service 2 (ETS2)*

1:15 pm

Overview of Solicitation

*Ted Croushore, Contract Specialist
E-Gov Travel Service (ETS)*

1:30 pm

*Frank Robinson, Acting Director, Center for Travel
Management*

Break

2:30 pm

Q & A Session

*Frank Robinson, Acting Director, Center for Travel
Management
E-Gov Travel Service 2 (ETS2)*

3:00 pm

Closing Remarks

4:00 pm

ETS2 Vision Statement

A streamlined, adaptable world-class travel management service that continually applies commercial best practices to realize travel efficiencies and deliver a transparent, accountable, and sustainable service that yields exceptional customer satisfaction.

Meeting Purpose and Procedures

Purpose and Procedures for the Pre-proposal Conference

➤ Purpose:

- Clarify Government Objectives for this Procurement
- Provide Transparency and Clarity into the Acquisition Process, Timeline, and Gain Industry Feedback

➤ Procedures:

1. In order to ensure accuracy, we request that questions be submitted on note cards with reference to the RFP paragraph number (where possible). Due to transcription of the meeting, please provide name and organization if speaking
2. The ETS2 Pre-proposal Conference briefing, the attendance list will be posted after the event
3. GSA intends for Q&As from this conference as well as those submitted via email will be posted on FedBizOpps in early October.
4. Initial questions received on September 7th; final questions due on September 21st . Please do not resubmit questions already submitted unless there is a material change to the question or comment
5. Market research is closed; all communication with the Government must be through the CO at ETS2@gsa.gov
6. All timelines are notional

Procedural Comment

- Any information provided in this presentation, including answers to questions either verbally or in writing, does not supersede the solicitation. Only a formal amendment of the solicitation can change the requirements, terms, or conditions
- Where there is any conflict between information provided at the Pre-Proposal Conference and the information in the solicitation, the information in the solicitation prevails

Program & Technical Overview

Conducted a 16 month comprehensive due diligence process

- Government-wide Market Research
 - Voice of the Customer
 - Voice of Industry
- Governance Council and Committees
 - Government-wide Travel Programs Executive Governance Council
 - ETS Migration Managers
- OMB and Congressional Engagement

Acquisition Strategy through Market Research

- Conduct an acquisition in 2010-11; current contracts expire November 2013
- Continue with a commercial, performance-based contract that leverages service level agreements and commercial service enhancements
- Consolidate the market from three vendors to two or less
 - Encourages participation by new entrants
 - Results in reduced costs, service improvement and innovation
 - Volume critical for vendor interest and keen competition
- Period of Performance is 15 years
 - 3-year Base Period with 3, 4-year Option Periods

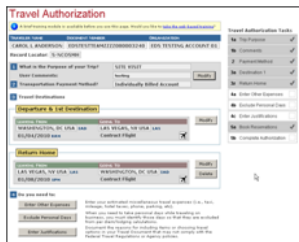
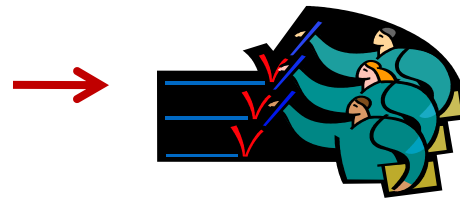
ETS2 Enhancements Sought

- Improved Usability – Simplified navigation with intuitive controls, re-engineer the business process, positive impact to on-line reservations, help desk costs and training costs
- Optimized Online Travel Planning – Matrix pricing improves point-of-sale options on cost-informed decision making; sustainability options (carbon footprint calculator for air, hotel and car); collaboration technology options provided at point of decision
- Improved Vendor Performance – Service Level Agreements leverage against option periods to require service improvement and technology refresh, provide financial incentives/ disincentives
- Strengthened Operational Environment – Improved release management by requiring commercial best practices in Software Development Life Cycle (SDLC) management, fewer change requests, improved security controls (personnel clearances, monthly scans, data controls), data transparency

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Notional Workflow for Improved Usability

ETS1

A screenshot of the ETS1 Travel Authorization form. It includes fields for 'What is the Purpose of your Trip?' (with a dropdown menu), 'Transportation Payment Method' (with a dropdown menu), and 'Travel Authorizations' (with a table for listing travel details). There are also checkboxes for 'Do you need to:' and 'Do you need to:'.

Authorization


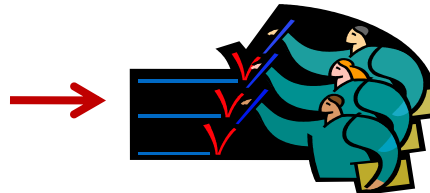
Reservation

Review & Approval

Travel

Causes re-authorization and reservation revision

ETS2

A screenshot of the ETS2 Travel Authorization form. It includes fields for 'What is the Purpose of your Trip?' (with a dropdown menu), 'Transportation Payment Method' (with a dropdown menu), and 'Travel Authorizations' (with a table for listing travel details). There are also checkboxes for 'Do you need to:' and 'Do you need to:'.

Reservation

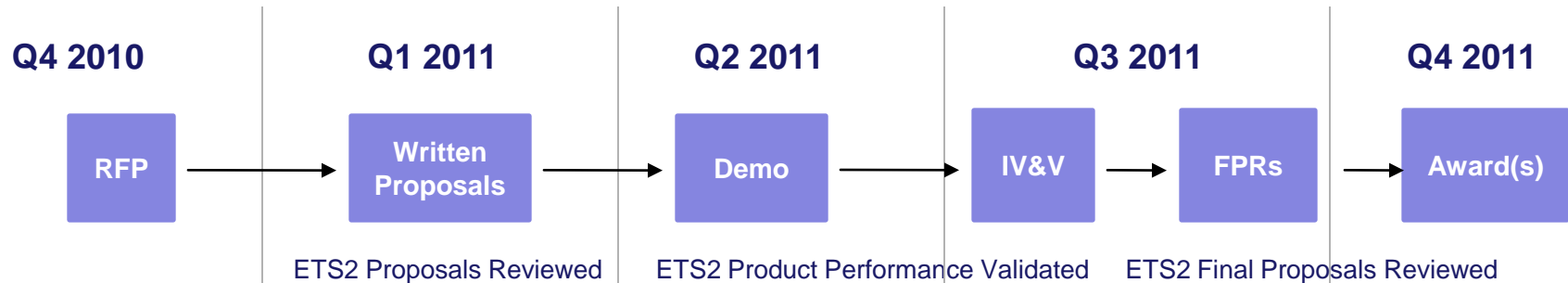
Authorization

Review & Approval

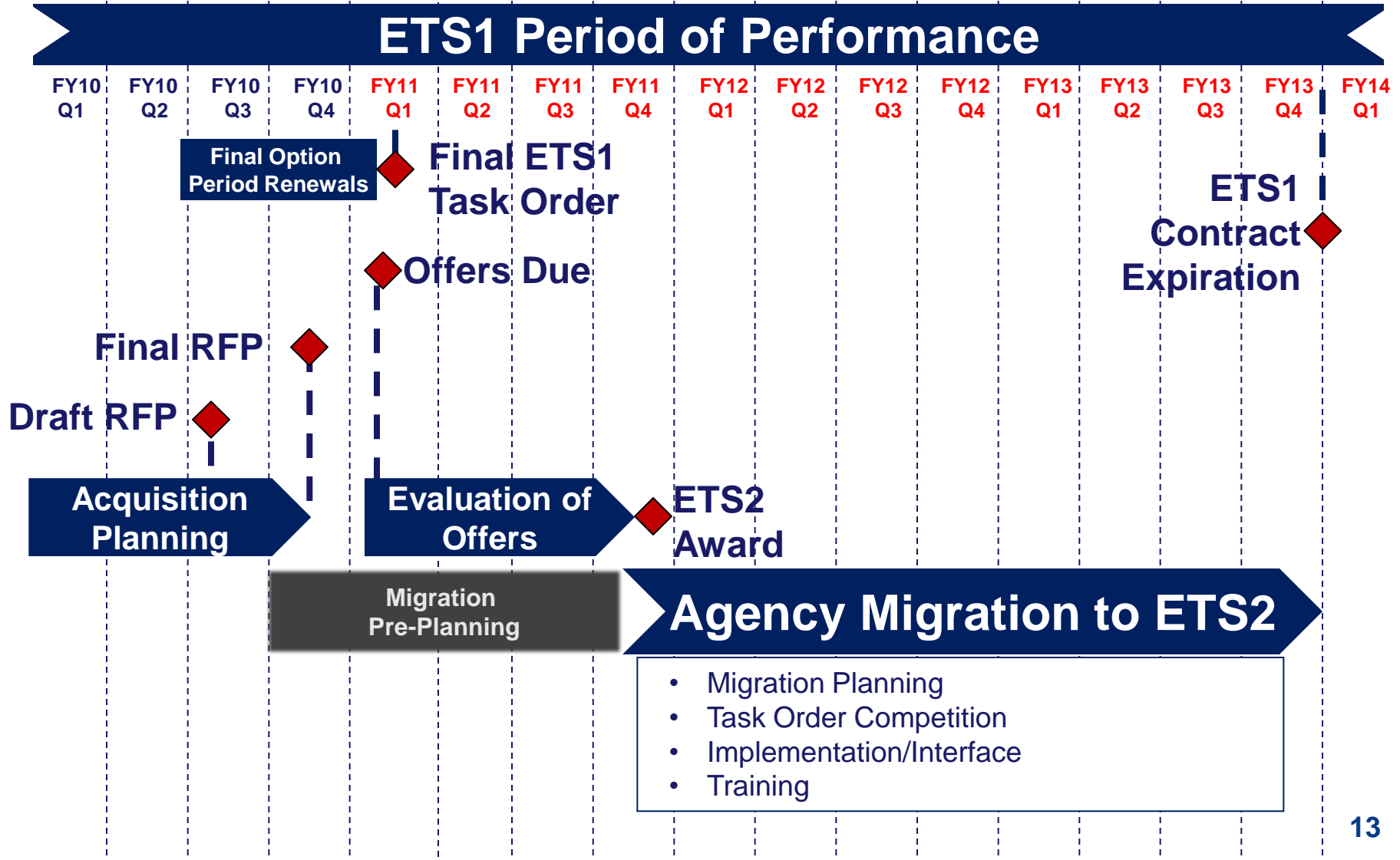
Travel

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Notional ETS2 Acquisition Schedule and Near-Term Activities



- ETS2 Solicitation Posted – August 23, 2010
- Industry Comments Due – September 7, 2010 and September 21, 2010
- Pre-Proposal Conference – September 14, 2010
- Closing Date for Solicitation – October 27, 2010
- Demonstrations – late Jan / Feb 2011, exact dates TBA ~30 days in advance
- Phase 2 IVV – April/May 2011, start within ~1-2 weeks of competitive range determination
- Phase 2 Final Proposal Revisions – May / June 2011
- Award – August 2011



Solicitation Review

Procurement Integrity

- All correspondence must go through the Contracting Officer; send to ETS2@gsa.gov
- Offerors and potential offers shall not be permitted to discuss the ETS2 procurement with anyone inside the Government/Program except the Contracting Officer

Small Business Initiatives

- Several areas of interest to promote small business
 - CLINs for embedded small TMCs
 - SLA 3 – Small Business TMC contracting
 - Socio-Economic Plan
 - Subcontracting Plan

RFP Overview

- Section A – SF 1449
- Section B – Pricing and CLIN structures
- Section C – Statement of Work
- Section D – Terms and Conditions & SLAs
- Section E – Submission of Offers
- Section F – Evaluation Criteria
- Section G – Representations & Certifications

Section A - General

- SF 1449
 - Completed and signed by individual with Signatory Authority
- Cover Page to Offer
 - Completed and signed by individual with Signatory Authority

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

- Definitions for CLINs
- Contract Type: Firm Fixed Price, Indefinite Delivery Indefinite Quantity (IDIQ)
- Contract Line Item Numbers (CLINs)
 - Firm Fixed Price
 - Not to Exceed (NTE) price
 - Priced for the Base Period and Each Option Period
 - Some CLINs are 'Mandatory Options' (i.e., CLIN 0002JAA for JFTR)

Section C – Statement of Work

- The Requirements of the Government for ETS2
 - Includes:
 - Mandatory Requirements
 - Objectives
 - ‘Separate Mandatory Options’
 - Example JFTR where only certain agencies need this requirement. JFTR must be available, but not every agency will choose that CLIN in their task order

Section C–Statement of Work (cont.)

- C.1 – Background & Purpose
- C.2 – Vision
- C.3 – Scope
- C.4 - ETS2 Capabilities and Characteristics
- C.5 – Technology Capabilities and Characteristics
- C.6 – Security Capabilities and Characteristics
- C.7 – Electronic and Information Technology Accessibility
- C.8 – Agency Business Systems Data Integration Security Capabilities and Characteristics
- C.9 – Queries and Reports
- C.10 – Standard Implementation Services
- C.11 – ETS2 Customer Support
- C.12 – Training
- C.13 – Test Assessments
- C.14 – Govt. Furnished Information
- C.15 – Transition to a Successor Travel Management Service
- C.16 – Technology Refresh Transition
- C.17 – Contract Close Out Requirements

C.3. Scope

➤ Types of Travel include:

- TDY (including long-term)
- Local
- Blanket/Open
- Group
- Invitational
- Non-Federally Sponsored
- Dependant Travel
- Joint Federal Travel Regulation (JFTR)
- Surge Blanket Travel (SBT)

C.3. Scope (con't)

➤ Usability

- ETS2 investments will positively affect customer satisfaction, online adoption (a key government-wide cost driver), as well as training and help desk costs
- Web-based, online, and commercially-based service
- Best practices derived through market research, usability tests, audits, customer satisfaction surveys, etc.
- End-to-end travel process that includes Government travelers, arrangers, and approvers
- Usability Manager and Usability Plan, Report Deliverables

C.4. ETS2 Capabilities and Characteristics

➤ Federal Travel Policy Compliant

- Federal Travel Regulation
- Joint Federal Travel Regulation
- Department of State Foreign Affairs Manual
- Configurable to agency application of policy & business rules
- Use of Government-preferred travel suppliers and negotiated rates

C.4. ETS2 Capabilities and Characteristics (con't)

- **User Roles, Account Access & Travel Process Workflow**
 - User role-based accounts with specific permissions
 - Prevention of unauthorized access to travel data
 - Seamless integration of travel processes and electronic routing of travel documents to reviewing and approving officials
 - Planning
 - Reservation
 - Authorization
 - Vouchering
 - ETS2 shall allow the user to override and change the order of precedence when necessitated by unusual travel demands

C.4. ETS2 Capabilities and Characteristics (con't)

➤ Travel Portal

- Gateway to ETS2
- Single sign-on to all ETS2 functionality
- Support 2-Factor authentication and PIN & strong password access
- Display Rules of Behavior, Privacy Act notification and links to travel related websites

C.4. ETS2 Capabilities and Characteristics (con't)

➤ Travel Planning & Reservation Services

- Online Travel Reservation Service (OTRS) point of sale functionality guides traveler to lowest cost
 - Telepresence alternatives
 - Lowest logical airfare (LLA)
 - FedRooms properties displayed first
 - Rental car program ceiling rates
- Agent-Assisted Travel Reservation Service (ATRS)
 - Travel options must be identical to those obtained by a user via OTRS

C.4. ETS2 Capabilities and Characteristics (con't)

➤ Ticketing and Fulfillment

- Provided by either embedded or accommodated TMCs

➤ Quality Control

- Provided by ETS2 vendor
- Maximize reservation fulfillment without human intervention
- Use of effective workflow & usability techniques as well as automated/automation-assisted quality control processes

C.4. ETS2 Capabilities and Characteristics (con't)

➤ Travel Authorizations, Vouchers & Accounting

- **Authorizations and Vouchers**
 - Supports the approval processes, computations, funds certification, ability to support electronic transmission to agency financial systems, and status tracking
- **Accounting**
 - Ability to cite and allocate costs to multiple accounting lines to support automated interfaces to agency financial systems
 - Support international exchange rate adjustments
- **Travel Advances**
 - Ability to support proper identification, entry, processing, amending, approval, payment and liquidation of Government funds

C.4. ETS2 Capabilities and Characteristics (con't)

➤ Travel Authorizations, Vouchers & Accounting (con't)

- Payment Methods
 - GSA SmartPay
 - Individual Billing Account (IBA) and Central Billing Account (CBA)
 - Support charge card account transition (IBAs and CBAs) at the Master Contract level or at agency task order level if:
 - SmartPay vendor changes because of new contract
 - Agency changes their SmartPay vendor
 - Government Travel Request (GTR)
 - Personal Credit Card
- Customer Configuration
 - Agency ability to manage configurable settings without Contractor assistance

C.5. Technology Capabilities and Characteristics

- Compliant with OMB's Federal Enterprise Architecture requirements
- Browser-based user interface & email notifications
- Refresh and maintain service to address commercially available travel service, architecture advances, and Government policy over contract life
- Ability to scale up to 10,000 concurrent users
- Data exchange and application integration capabilities for interfaces with Government business systems

C.6. Security Capabilities and Characteristics

- Security model based on OMB policy, NIST, Federal Information Processing Standard, Privacy Act, and GSA security policy and governance
- Service must meet security requirements of a Moderate Criticality System
- Data protection as Controlled Unclassified Information (CUI) at the Moderate Sensitivity Level
- Selected Attributes
 - Compliant with HSPD-12
 - Physically secure with disaster recovery site
 - Protects data and travel process integrity
 - Data encryption

C.7. Electronic and Information Technology Accessibility

- Services must be compliant with:
 - 36 CFR 1194, Electronic and Information Technology Accessibility Standards
 - Section 508, Rehabilitation Act of 1973, as amended by the Workforce Investment Act of 1998
 - Incorporate improvements as commercial assistive technologies evolve

C.8. Agency Business Systems Data Integration Capabilities and Characteristics

- Integration with agency business systems
- Configurable solutions regarding mode and method of data transfer, and in data exchange format
- Selected Attributes
 - Data owned by the Government
 - Standard data element names meeting Government-mandated standards, and standard data input / output
 - Mapping of data elements to/from agency business systems
 - Providing travel data to Government or a third party MIS contractor; initially TMC and voucher data

C.9. Queries, Reports and Records Retention

- Standard and one-time reports addressing:
 - Process information
 - Information conveying status of travel documents (e.g., pending approvals, required policy reports)
 - Operational information
 - Information conveying travel plans, location, etc. (e.g., employee locator reports)
 - Travel location information shall be pulled proactively by contractor within 1 hour during national emergency
 - Government wide summary-level reporting
- Records Retention & Archiving
 - NARA compliance and retaining records for 75 months

C.10. Standard Implementation Services

- Smoothly transition an agency from their current travel management service to ETS2 by:
 - Develop agency-specific Implementation/Transition Plan
 - Develop agency-specific Communications Plan, assisting with change management
 - Load/import essential travel data (e.g., profiles, organizational structure, accounting codes, etc.)
 - Develop interface MOUs/ISAs
 - Offer implementation service levels (Levels A, B, C & D)

C.11. ETS2 Customer Support

➤ Travel Account Management

- Optimize effectiveness of agency's travel program
 - Designated account manager to serve as a single-point-of-contact for the customer agency
 - Develop agency-specific Account Travel Management Plans annually
 - Conduct travel management reviews, including but not limited to:
 - Identification of savings opportunities such as online booking, alternate airport, and unused ticket usage
 - Utilization and optimization of Federal negotiated travel programs;
 - Assist in establishing key metrics, benchmarking information and analysis; and providing industry forecasting
 - Implement simplified billing procedures

C.11. ETS2 Customer Support (con't)

➤ Online Help

- Increase productivity and capability of user by providing context-sensitive help via online help button on each screen

➤ Technical Help Desk

- Provided at agency discretion and separately priced (hourly or transaction fee) Contractor provided Tier 1 Help Desk services to assist with functional & technical issues
 - Multiple CLINs (hourly and transaction fee) based on agency business processes
- Tier 2 & Tier 3 Help Desk services included as part of Contractor voucher transaction fees

C.12. Training

- Maximize use of online resources accessed through the ETS2 portal
- Variety of training forms (e.g., computer-based, instructor led, train-the-trainer)
- Variety of training material (e.g., training manuals, training aids); must be 508 compliant
- For all user roles (e.g., traveler, arranger, approver, administrator, auditor and voucher examiner)
- Additional separately priced supplemental training services

C.13 Test Assessments and C.14 Government Furnished Information (GFI)

- Test Assessments: Government reserves right to test Contractor releases during the software release management process in advance of release to production
- GFI
 - Specified by each agency at the time of Task Order placement
 - GSA security documents not publicly available are accessible by contacting the ETS2 Contracting Officer and signing a Non Disclosure Agreement (NDA)

C.15. Transition To A Successor Travel Management Service

- Smoothly transition an agency from its current travel management service provider to another provider by:
 - Adherence to Master Contract's Continuity of Services Clause
 - Develop supporting Transition Plans
 - Exporting travel data to the new service provider (e.g., profiles, organizational structure, accounting codes, etc.)
 - Travel management archiving by transferring agency ETS2 travel data to the agency and GSA, or to GSA's third party contractor for MIS

C.16. Technology Refresh Transition

- To ensure a smooth transition from the Contractor's existing ETS2 to a newer/enhanced version that is delivered as technological refreshment occurs over the life of the contract

Sustainability Initiative

- Continuously evaluate and implement into ETS2 emerging commercial capabilities that enable alternatives to travel, such as web collaboration and telepresence tools
 - Provide configurable, context sensitive advice to the user on agency approved telepresence alternatives to travel in the portal and OTRS
- Capabilities that enable alternatives to Government travel that increase awareness of environmental impact of travel in planning, reservation and post-travel report processes
 - Display at the point of sale, the estimated carbon footprint for travel options offered to the user, including air, car, and hotel as the functionality becomes commercially available

C.17. Contract Close-Out Requirements

- Records, reports, and other documents generated and distributed for all transactions dated prior to contract expiration until Master Contract or agency task order activity is completed
- Work performed after master contract/delivery/task order expiration date shall not exceed the period of performance unless Continuity of Services Clause is invoked by GSA CO
- Reconcile account balances and settle transaction disputes

Section C - Appendices

- Applicable Documents and Information (Appendix A)
 - Includes Government policies and regulations incorporated by reference and guidance
- Definitions (Appendix B)
- Acronyms (Appendix C)

Section C - Attachments

- Supplemental information on ETS2 requirements
- 22 attachments in total
 - Customer Agency Profiles
 - ETS2 Authorization, Booking and Expense Flow Diagram
 - Background Investigation Process for ETS Vendors
 - Agency-Specific Separately Priced Mandatory requirements (e.g., JFTR)

Section D – Contract Clauses, SLAs and Deliverables

- Terms and Conditions
- Service Level Agreements (SLAs)
 - SLA 1 – Customer Satisfaction
 - SLA 2 - Adoption Rate of Embedded TMC Online Domestic Air Travel Reservations
 - SLA 3 - Small Business TMC Subcontracting
 - SLA 4 – Service Performance
 - SLA 5 - Data Transfer - Exchange of ETS2 Standard Data Elements
- Deliverables



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Deliverables

Within 30 calendar days post award

- Kickoff Meeting
- Project Management Plan
- ETS2 Operational Architecture Plan
- Configuration Management Plan
- Service Software Development Plan (SSDP)
- Program Communications Plan
- Continuity of Operations Plan (COOP)
- Contingency Plan (CP)
- Contingency Plan Test Report
- Incident Response Test Report
- Incident Response Plan
- Plan of Action & Milestones (POAM) Update
- Security Plan (SP)

Within 90 calendar days post award

- Monthly Status Report (MSR) & ETS2 Metrics
- Customer Support and Training Plan
- ETS2 Data Management Plan
- ETS2 Data Exchange Specifications
- XLM Schema (Schemata)
- User-Centered Design/Usability Assurance Plan

Semi-Annually/ Annually/or Other

- Semi-Annual Performance Reviews (SAPR)
- Annual Data Call Report
- Transition-Out Plans (as applicable)
- Continuity of Operations Plan (COOP) Test Report
- Quarterly Contingency Plan & COOP Communications Test Report
- Semi-Annual Usability Action Report
- Customer Agency Task Orders & Task Order Modifications
- Interconnection Security Agreement (ISA) and Memorandum of Understanding (MOU)
- Personnel Screening and Security
- Vulnerability Scanning
- Security Assessment Risk Assessment (SARA)
- Certification and Accreditation Security Documents
- Service Release Management Plan
- Travel Account Management Plan

QASP

- Government intends to provide an example QASP
- QASP will be modified for awarded vendor(s) based on accepted Quality Control Plan(s), which are submitted as part of the Project Management Plan

Section E – Solicitation Provisions

➤ Proposal Format

- Vol 1: Administrative
- Vol 2: Technical
 - TOC & Glossary, PWS, Key Personnel, Project Management Plan, Demonstration
- Vol 3: Socio-Economic
 - Essential Roles of Small Business, Small Business Subcontracting Plan
- Vol 4: Past Performance
 - Past Performance Summary, PPI, Client Authorization Letter
- Vol 5: Pricing
 - Price Breakdown Structure, Single Award Pricing, Dual Award Pricing
- Vol 6: IV&V (if invited to participate)
 - Test Scenarios, Mandatory Requirements Testable in IV&V, and Test Results

Section F – Evaluation Criteria & Method of Award

➤ Phase 1

- Technical Factors
 - PWS, Project Management Plan, Key Personnel, Demonstration
- Non-Technical Factors
 - Socio-Economic, Past Performance
- Price

Section F – Evaluation Criteria & Method of Award (cont.)

- Phase 2
 - IV&V
 - Computational Ratings, Functional/Usability, Security, Section 508/Accessibility
 - Price
- Final Proposal Revisions (FPR) (if required)
 - Evaluation of FPR
- Award

Section G – Offeror Representations and Certifications

➤ Two Clauses

- Reps and Certs
- Authorized Negotiators
 - Only list those individuals with whom the Government can negotiate with. They must have the authority to make obligations on behalf of the firm.

Short Break

Followed by

Questions and Answers